

CIVILIAN PERFORMANCE PLAN

For use of this form, see AR 690-400, Chapter 430; the proponent agency is DCSPER

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PART I - ADMINISTRATIVE DATA

1. NAME (Last, First, MI) AND SSN

Rivera, Maritza

2. NAME AND LOCATION OF EMPLOYING OFFICE

Fort Monmouth Morale, Welfare and Recreation

3. POSITION TITLE AND NUMBER, PAY PLAN, SERIES AND GRADE/LEVEL

Facility Technician NF-0301-03

98004

PART II - PERFORMANCE ELEMENTS AND STANDARDS

JOB ELEMENTS <i>a</i>	CE <i>b</i>	PERFORMANCE STANDARDS <i>c</i>
1. Operational Duties a. Controls	Y	Ensures only eligible patrons utilize facility. Ensure strong internal controls are in place, operational and effective to safeguard against loss of revenue and property. Element is exceeded when no loss of revenue or property occurs during rating period. Orders and receives tickets and is responsible for concert tickets sales and seat placement and ensures no seat is double sold. No More than 2 errors with security and overbooking/double seating per rating period.
2. Administrative Duties	Y	Ensures all employees arrive to work on time and in proper uniform. Become competent and capable in Rectrac to use all functions daily and as needed and also train all facility operators at Tickets-N-Tours. Ensures facility operators perform duties as required to include extra duties for events and programs. Prepare schedules, give new employee orientation and provide general guidance to facility operators. Responsible for ensuring that all employee time sheets are turned in and initialed, each work week. Element is exceeded when no more than 0 occurrences are submitted. Prepares DAR with facility operator and ensures daily totals are correct and all funds and tickets are accounted for. Makes deposits for all earned monies when necessary. Completes monthly and yearly inventory of tickets and other accountable items. No more than 2 errors with inventories.
3. Customer Service	Y	Ensures patrons enjoy their recreational experience by consistently providing cheerful and professional service with no more than 2 validated customer complaints per rating period. Uses tact, courtesy and sensitivity at all times in providing information and referring referring customers to proper sources with no more 2 errors per rating period regarding incorrect information, discourtesy and policies, and coordinates regularly with Team Leader/programmers/external agencies to ensure appropriate communications. Element is exceeded when proactive attitude is demonstrated in proving accurate information to internal/external customers. With no more than 1 validated complaint during rating period.
4. Safety	Y	All employee or customer incidences will be completed according to the SOP within 24 hours. Element is exceeded when there are 0 incidences are reported.
5. Equal Employee Opportunities	Y	Support EEO goals and objectives by demonstrating consistent emphasis on EEO Affirmative Action and the avoidance of discrimination with regard to race, sex, religion, national origin, color, age and physical or mental handicap in employees' selection, promotion, training, and other personnel management policies. No more than 1 substantiated complaint per year.

PART III - AUTHENTICATION

SIGNATURE	DATE	SIGNATURE	DATE
1 SUPERVISOR			
2 REVIEWER/ APPROVING OFFICIAL			
3 EMPLOYEE*			

*Employee signature indicates that discussion, not necessarily agreement, has occurred.